

Questions from Vendors for RFP DNFSB-08-001

- Q.1 Just wanted to know if the Receptionist labor category should be 1920 hours based on a schedule of 7:30 - 5:00 with a 30 minute lunch break. This comes out to 2160 hours.
- A. ***The Receptionist hours should be 2,160 hours. The RFP will be amended to correct the receptionist hours for each performance period.***
- Q.2 Does a DOD TS Clearance translate directly to a DOE Q Clearance? Would a DOD TS holder have to undergo the entire background investigation, again, for a DOE Q Clearance?
- A. ***DOE has reciprocity for DOD clearances. A DOD TS will transfer to a DOE Q as long as clearance is active and the background investigation is less than 5 years old. If the background investigation is more than 5 years old, an entire background investigation will be required.***
- Q.3 The RFP requires the vendor to staff and maintain a Help Desk to provide technical support to Board personnel; however, Section B does not appear to have sufficient labor categories/hours to fulfill this requirement. Can you please provide clarification?
- A. ***As indicated in RFP DNFSB-08-001, Section C, 1.3, Page C-2, it states: "The Board's IT infrastructure consists of ... (first bullet item) Between 100-150 computer users (including employees, on-site contractors, interns, technical experts, and other authorized sers.)" The 150 is the maximum users the Board's Help Desk will support. The HelpDesk is available Monday - Friday from 8:00 am - 4:30 pm. The Board believes the hours in the RFP for the required help desk support are sufficient. Offerors should realize due to the Board's small size, its "help desk" is not comparable to a help desk found at a larger agency (i.e., employing multiple help desk technicians). (See Section L.7.B.2 of the RFP).***
- Q.4 Does the incumbent contractor have the ability to respond to this current as an 8(a) firm? If the incumbent is responding to this RFP set-aside what are you doing to level the playing field, since they're past performance is performing the work we all would be competing for.
- A. ***No. The incumbent has graduated from the 8(a) program.***
- Q.5 Who is the incumbent contractor and are they qualified to bid on the new contract?
- A. ***The incumbent is New Age Systems, Inc. of Alexandria, VA as identified in the pre-RFP notice on FedBizOpps. Also, see Q.4.***

- Q.6 What is the approximate value of the contract and all of the options?
- A. ***The estimated value for five years exceeds the \$3.5M threshold for sole source procurements under the 8(a) program.***
- Q.7 Will there be a site visit?
- A. ***The Government does not plan on having a site visit.***
- Q.8 The RFP requires the vendor to staff and maintain a Help Desk to provide technical support to Board personnel. What Help Desk software is your organization currently using?
- A. ***The Board's Help Desk is currently using the Board's e-mail application (Novell GroupWise) and telephone systems (both the PBX-based office phones and Board-issued cellular phones) to provide technical support to Board personnel***
- Q.9 The RFP requires the vendor to staff and maintain a Help Desk to provide technical support to Board personnel. What Automated Call Distribution system is your organization currently using?
- A. ***The Board does not currently use an automated call distribution system specifically to provide technical support to Board personnel. The Board's standard PBX-based telephone system, supplemented by Board-issued cellular phones, are used by current Help Desk staff to provide technical support to Board personnel.***
- Q.10 The RFP states all Help Desk calls will be answered and responded to in accordance with agreed upon Service Level Agreements (SLAs) and existing Board policies and procedures. Can you please provide a copy of your SLAs, so industry can propose appropriate number of staff and level of expertise.
- A. ***The Board does not currently have published SLAs for Help Desk calls but is interested in implementing SLAs commensurate with the size of our organization. Contractors should address SLAs as part of their technical response.***
- Q.11 Is a DOE "Q" facility clearance required at the time of award? If so, would a contractor with a current Top Secret facility clearance be able to obtain a DOE facility clearance on or before the 30-day transition period?
- A. ***A DOE "Q" facility clearance is not required under this contract as at no time would the contractor be required to possess, store, or come in contact with applicable documents outside the Board's office spaces. Note the requirement for a DOE "Q" personnel clearance for all contractor employees is applicable. Possession of a "Q" clearance is not required at the time of award, but all employees must be eligible (i.e., can be successfully adjudicated) to receive one.***

- Q.12 Is there a Help Desk Operations Manual that is currently used by the Government and/or the current contractor? If yes, will a copy of that manual be made available to the incoming contractor?
- A. ***No. The Board will not be making a Help Desk Operations Manual available to the incoming contractor.***
- Q.13 Which Call Tracking System is being used currently to track Help Desk tickets?
- A. ***See Q.9 above.***
- Q.14 Is there an existing knowledge base that is used by the current contractor? If yes, then will the current knowledge base of the Help Desk be made available to the new contractor?
- A. ***There is not a formal knowledge base that can be made available to the new contractor.***
- Q.15 Are there any Service Level Agreements (SLAs) that are in place for the current contractor? If yes, please provide those SLAs
- A. ***See Q.10 above.***
- Q.16 If there are no current SLA's, please provide the SLAs that the new incoming contractor will be expected to deliver.
- A. ***See Q.10.***
- Q.17 Approximately how many hours of evening and weekend work is expected to be performed annually?
- A. ***Evening and afternoon work is usually only required for specific events that are planned in advance, such as system maintenance or upgrades that requires the Board's IT services to be taken off-line. In recent years, this has happened less than 10 times per year, and each incident of evening or weekend work has been completed in less than four hours except for when unanticipated complications have arisen.***
- Q.18 If evening and weekend work is to be performed by Non-Exempt personnel and it equates to overtime, will the Government pay 1.5 times for the personnel so employees can be paid in accordance with the DOL requirements?
- A. ***Yes. The RFP will be amended to require proposing overtime rates for non-exempt personnel.***
- Q.19 Please provide descriptions of the labor categories for Key Personnel, i.e. Project Manager; Network Engineer; Jr. Network Engineer; Web Developer.

A. *The Government does not see a need to provide labor category descriptions for exempt personnel. The Government expects offerors to propose personnel who have the required qualifications to perform the SOW tasks and will evaluate offers accordingly. Also, see question 29 in regards to non-exempt personnel (i.e., the junior network engineer).*

Q.20 Please provide a breakdown of the number of incumbent employees by labor category i.e. how many personnel are mapped to each labor category (Example 1 web developer; 2 network engineers, etc.).

1. Of the 20% who have greater than 15 years experience, how many personnel belong to each of the following labor categories:

Project Manager: .5
Network Engineer:
Jr. Network Engineer:
Web Developer:
Sr. Scanner Operator: **1**
Scanner Operator:
Document Control Technician: **1**
Secretary II:
Receptionist:

2. Of the 20% who have greater than 5 years experience, how many personnel belong to each of the following labor categories:

Project Manager: .5
Network Engineer: **1**
Jr. Network Engineer:
Web Developer:
Sr. Scanner Operator:
Scanner Operator: **1**
Document Control Technician:
Secretary II:
Receptionist:

3. Of the 60% who have less than 5 years of experience, how many personnel belong to each of the following labor categories:

Project Manager:
Network Engineer:
Jr. Network Engineer: **1**
Web Developer: **1**
Sr. Scanner Operator:
Scanner Operator:

Document Control Technician:
Secretary II: **3**
Receptionist: **1**

- Q.21 We understand that the Past Performance questionnaire that is shown in Section L, Appendix 1 of the RFP may be distributed by the Government for verification of the offeror's past performances and that it does not have to be distributed by the offeror to any of our customers. Please confirm that our understanding is correct.
- A. ***Yes, your understanding is correct, although the Government will be calling references using the questionnaire provided in Section L and documenting the responses (i.e., the questionnaire will not be "distributed").***
- Q.22 Maximum Pages says to (See L.7.D) but there is no section L.7.D. Should it reflect section L.6.D?
- A. ***Yes, it should be L.6.D. The RFP will be amended to correct the error.***
- Q.23 Does the Government want us to propose overtime rates for the Non-Exempt Labor Categories?
- A. ***See Q.18 above.***
- Q.24 Will the Government allow us to use Font Size 10 for Text in Tables and Graphics?
- A. ***Yes.***
- Q.25 SF33 states that one original and five copies of the proposal should be submitted. However, Section L.5B states Volume I – Technical, one original and five copies and Volume II – Cost, one original and two copies are to be submitted.
- Please clarify if Volume II is needed in one original and five copies or two copies?
- A. ***Vol. II should be submitted in original and 2 copies. The RFP will be amended to reflect the change in Block 9 SF 33.***
- Q.26 Does a knowledgebase exist? Can it be taken over by the new contractor?
- A. ***See Q.14 above.***
- Q.27 Since the hours required for the Network Engineer and Jr. Network Engineer are also 7am to 5pm shouldn't these hours also be changed in Section B?
- A. ***No. Coverage should be from 7 AM – 5 PM, but it's not necessary that they're both here during that time frame. The coverage can be staggered.***

Q.28 According to our reading of Clause No. 52.232-7, paragraph (f), it allows the Contracting officer to withhold final payment pending an audit and submission of a contractor "completion voucher." It does not refer to each contractor invoice. Please clarify.

A. ***FAR Clause 52.252-7, paragraph (a)(7) allows for a withholding of 5% of each invoice not to exceed a total of \$50,000.00. Paragraph (f) pertains to final payment which would include the withheld \$50,000 assuming no deductions were necessary as a result of the final audit.***

Q.29 After carefully reviewing the labor categories identified in the RFP and the Wage Determination provided with the RFP we were only able to identify two labor category's that cross to the WD; Secretary II (01312) and Receptionist (01280). In the interest of maintaining fair competition among all bidders will the Government please conform the remaining labor categories (other than PM) to the Wage Determination Schedule provided? Will the Government please provide a personnel description for the labor categories that defines the skill levels required and years of experience necessary to meet the labor category task requirements?

A. ***As stated in Section L.7.B.2, an offeror may change the labor category names provided in Section B in their proposal to match company labor category names. In terms of matching non-exempt personnel with the DOL Wage Determination, the Government realizes further clarification is necessary. The Government will amend Section I.9 of the RFP to link the remaining non-exempt labor categories to the Wage Determination as follows:***

***Jr. Network Engineer (Personal Computer Support Technician)
Sr. Scanner Operator (Personal Computer Support Technician)
Scanner Operator (Peripheral Equipment Operator)
Doc. Control Technician (Personal Computer Support Technician)***

Descriptions for the non-exempt positions can be found in DOL's Service Contract Act Director of Occupations at <http://www.dol.gov/esa/whd/contracts/sca.htm#guide>. Note for further clarification, the Document Control Technician provides the services in paragraph 4.5 of the SOW which requires the operation and troubleshooting of mailroom IT equipment. The Government considers the Project Manager, Network Engineer, and Web Developer to be professional (i.e., exempt) positions.

Q.30 Has the Board selected a new Document Management System? If not, what options/approaches are being evaluated?

A. ***The Board has not formally developed all its requirements for a new document management system, but it has begun the requirements development process. The Board has purchased licenses for Microsoft Office SharePoint Server (MOSS) 2007 and will be using MOSS to address some of its document management needs.***

Q.31 According to F.3, the contract begins on Aug 1, 2008, however, according to L.6, G-Part III, 2, the transition period is from July 1, 2008, through July 31, 2008. Also, according

to C-5.1, within 5 business days from contract award, a meeting will be held to discuss the draft Transition Plan. Please clarify when the transition period and the period of performance begins. Also, do the estimated hours included in Section B include hours for the transition?

- A. ***The Government anticipates award of the contract no later than June 30, 2008 to allow for a 31 day transition period to take place during July, 2008. Full contract performance will commence on August 1, 2008 as the incumbent contracts expire on July 31, 2008. The RFP will be amended to clarify the contract period of performance in F.3. The estimated hours in Section B do not include hours for the transition. The RFP will be amended to add a firm-fixed-priced item in Section B for transition costs (e.g., program management labor, development of required plans, operations manual, SLAs, etc.).***

Q.32 Who sends out the Past Performance Questionnaires - the offeror or the government?

- A. ***See Q.21.***

Q.33 The synopsis modification posted on FBO states "...remove the restriction of 8(a) firms serviced by the Washington D.C. district office." Can you please clarify this statement?

- A. ***The restriction was removed to allow all eligible 8(a) firms to compete regardless of whether they are serviced by the Washington DC office, in accordance with SBA regulations on competitive 8(a) acquisitions.***

Q.34 If personnel do not possess a Q clearance at time of award, however do possess a Top Secret or Secret clearance, are those employees barred from beginning work in lieu of obtaining their Q clearance?

- A. ***No. See Q.2 and Q.11 above.***

Q.35 Please identify the make and model of the scanners and printers that are currently in use by support services. Are these currently under support by the incumbent or another contractor?

- A. ***The Board Printers include: HP Laser Jet 2100, 2100M, 2200D, 2420D, 2550N, 4050, 3000CN, 4SiMX, 6P, 5si,MX, 8150DN, P305D, 8610, OfficeJet 7410; and, Xerox/Tektronix Phaser 8200P, Phaser Z850, Phaser 8400DP, Phaser 8560D, Phaser 8500, Phaser 4510, Phaser 8550DP.***

The Board's Scanners include: HP 8250, 7560 and 5990.

Printers are not under another separate contract, but an outside vendor is used when parts and labor are necessary.

- Q.36 Does DNFSB utilize any software push agents such as System Management Services (SMS) or Systems Update Services (SUS)? Also, is there a standard for the use of Remote Installation Services (RIS) images?
- A. ***The Board does not currently use any software push agents on a routine basis, but has tools that have this capability which could be used if desired. The Board does not currently use Remote Installation Services (RIS) images.***
- Q.37 Does DNFSB have a test development platform server for ongoing web development needs or is this to be provided by the contractor?
- A. ***The Board has test equipment (both dedicated and virtualized servers) that can be used for on-site web development. The contractor does not need to provide additional equipment for on-site web development, but the Board will not furnish equipment for off-site web development.***
- Q.38 Does IRIS currently manage TIF Group 4 single or multi-page images?
- A. ***Single page tiff images.***
- Q.39 On what database platform does IRIS currently reside?
- A. ***Retrievalware 7.0 w MS SQL Server 2000***
- Q.40 May we know who the incumbent is and if they are eligible to bid? Also, is it possible to get the current Statement of Work and past award information?
- A. ***See Q.4 and Q.5 above.***
- Q.41 We understand this project is subject to the Service Contract Act. We have reviewed the applicable Wage Determination Guide. Some of the positions are straightforward, e.g. Receptionist = Receptionist; Secretary II = Secretary II. Some of the positions are not so straightforward. As such, can the DNFSB provide clarification on the Wage Guide Labor Categories for the following positions:
- Network Engineer
Junior Network Engineer
Web Developer
Senior Scanner Operator
Scanner Operator
Document Control Technician
- A. ***See Q.29 Above.***
- Q.42 Should the reference in I.5.B for maximum page count of the Technical Vol. refer to L.6 D rather than L.7 D?

A. *See Q.22 above.*

Q.43 Block 7 of the SF 33 reflects DNFSB's Suite number (625) to be the same as the street address. Is this correct or should the suite number be different?

A. *The suite number is 700. The RFP will be amended to correct the number.*

Q.44 The SF33 does not specifically identify the procurement as an 8(a) set-aside, small business set-aside, or full and open procurement. The only indication that this procurement is an 8(a) set-aside is in RFP Section I.5. Please clarify the procurement as an 8(a) set-aside

A. *Yes, this requirement is a competitive 8(a) set aside (reference FAR clause 52.219-18, subsection I.5)*

Q.45 RFP Section F.3 states the contract will commence August 1, 2008. Section L.G.2 states the transition plan will successfully achieve full performance by the end of the 30-day transition period of July 1 through July 31, 2008. Please clarify the contract transition period will commence upon contract award and not prior to contract start date.

A. *See Q.31 above.*

Q.46 RFP Section L.5.C.3 reflects the RFP Number as DNFSB-08-R-001. The SF33 reflects the RFP Number as DNFSB-08-001 (no letter R). Please clarify which is the correct RFP number.

A. *DNFSB-08-001.*

Q.47 Would Government please list the custom applications and describe underlying technologies used for these custom applications?

A. *The majority of the Board's applications are either commercial off the shelf (COTS) or modified off the shelf (MOTS). The Board has a custom training tracking application that is web-based, developed in Java, and uses a SQL Server database, and the Board has a custom accounting application that is client-server based that uses a SQL Base database.*

Q.48 Do current SLAs or OLAs exist for the Help Desk? If so, we respectfully request a copy of the SLAs or OLAs.

A. *See Q.10 above.*

Q.49 What call tracking system is currently being used to open and track tickets for all Help Desk calls? Is this tracking system capable of generating metrics?

A. *See Q.9 above.*

Q.50 Our understanding is past performance is more important than personnel experience and personnel experience is more important than project management and transition plans. If Government were to assign a percentage to these subfactors for weighting, would Government respectfully provide those percentages?

A. *The Government has not assigned percentages to these subfactors for weighting; thus there is nothing to provide.*

Q.51 Would Government please specify which positions /Labor Categories are subject to the Service Contract Act?

A. *See Q.29 above.*

Q.52 Would Government provide position qualifications for each labor category? Do position qualifications exist for the labor categories in the RFP?

A. *See Q.19 above.*

Q.53 Can the Government clarify the total page count for the Past Performance section? Is the three (3) page limit the total for all past performances? Or is the three (3) page limit for each past performance reference? Does the government require a two (2) page summary for individual past performance in addition to the three (3) total pages? In other words, each past performance reference will have a total of five (5) pages.

A. *There is a three page limit for the offeror to provide summary information about the themselves and any subcontractors, and then 2 pages for each of the individual past performance summaries. So an offeror with no subcontractors and including 4 individual past performance summaries would have an 11 page limitation (3 + (4*2)) and an offeror with one subcontractor (each with 4 individual past performance summaries) would have a 19 page limitation (3 + (4*2) + (4*2)).*